



The Pipeline

Employee suggestions implemented in CBS

By Cheryl Thompson

Recently, some Department for Community Based Services' employees recommended some changes and realignment in their divisions ranging from minor name changes to restructuring of branches to better serve the field. Their recommendations were accepted by Secretary Miller, who signed an administrative order on August 16th to implement the changes. The new structure will help employees do a better job of delivering and coordinating quality services.

All of the prior structure for the Division of Protection and Permanency was abolished. The new branches that were established are: Child and Safety Branch; Family and Adult Consultative Services Branch; Permanency Services Branch; and Out of Home Care Branch. Each of these branches has sections within it that further define the responsibilities of the respective branches. The administrative order also established the Program Resource Section, and the Medical Support Section which are attached to the P & P Director's Office. These sections will work cross-functionally with the branches to ensure that policy and procedures and medical technical support are delivered to field staff in a coordinated and comprehensive manner.

As with the Division of Protection and Permanency, the organizational structure within the Division of Family Support was also abolished and a new structure that will more effectively meet the needs of the field was put in place. Established within that division were the Nutrition Assistance Branch, Medical Support and Benefit Branch, and Family Self-Sufficiency Branch. Each branch has sections that represent a cross-functional team and will be comprised of technical, administrative and clerical staff. Bringing together like functions

will provide greater consistency, application of best practices, and improved focus in the overall delivery of services.

The only changes made within the Division of Child Support were in the names of two sections – the Technical Services Section has been renamed the Policy and Procedures Section and the Correspondence Section has been renamed the Central Processing Section.

The Division of Child Care established two branches. The Child Care Standards Branch will be responsible for the certification and professional development programs and other quality initiatives mandated by passage of the Governor's Early Childhood legislation. The Child Care Operations Branch will be responsible for the child abuse and neglect provider checks, registration, subsidy, fiscal, budget and contracts functions.

All of these changes will establish a framework that will enhance the Department's ability to operate in an efficient manner by organizing staff into branches and sections related to specific areas of expertise. It will enhance the field's capability in knowing which branch or section to contact when seeking assistance, which will further enhance the divisions' roles in providing technical support and assistance to the field. The changes will all be made without additional staff at this time due to budget constraints.

Sick leave needs



Mary Ann Cunningham, Division of Family Support, is in need of donated sick leave. To donate leave time, contact Nicole Rodgers at 564-7514.

Anna Beasley, Division of Family Support, is in need of donated sick leave. To donate leave time, contact Nicole Rodgers at 564-7514.

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Inside this Issue:

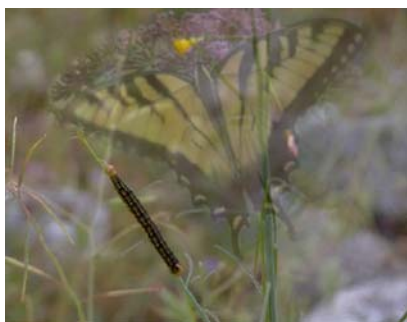
Employee suggestions implemented in CBS

Sick leave needs

EAL continues to change our Cabinet

Tips to travel by...





EAL continues to change our Cabinet

By Teresa Suter

Over the past couple of years, everyone in the Cabinet for Families and Children has learned and, to various degrees, put into practice the philosophy, principles and skills highlighted by the Everyone A Leader (EAL) sessions. These sessions provided us with principles and practices to enhance and enrich our lives both professionally and personally. For many, EAL confirmed and promoted the value of responsible behavior and effective team-building, decision-making and problem-solving skills. The EAL sessions provided us all with a solid foundation upon which to build better communication, greater cooperation, and best practices in serving Kentucky families.

In July, to help determine the extent to which the principles and skills promoted by EAL are being used in our daily work lives, an anonymous survey was sent to all Cabinet employees (about 6,000). This short survey asked employees their opinions of how successfully and to what degree the EAL principles and practices have been applied among their co-workers. The survey also solicited suggestions and recommendations to increase the daily use of these principles and practices in all offices.

Six of the seven questions on the survey were open-ended, and responses had to be read and recorded manually. The University of Louisville is compiling these responses. The results of the multiple-choice question have been tabulated and are shown below.

Question: “How successful have employees in your area or region been in meeting the EAL Challenges and developing and using the Basic Principles, EAL Skills, and CFC Ground Rules?”

Responses to this survey question raise further questions, such as:

What factors cause some of our offices to be less than successful in developing and using the philosophy, principles and skills of EAL?

What factors have contributed to the successful development and use of the EAL philosophy, principles and skills where it has been partially or highly successful?

What can be done to increase and improve the use of the EAL philosophy, principles and skills throughout the Cabinet?

Highly Successful:	200
Partially Successful:	510
Less than Successful:	252
Total	962



Since the answers to these questions may be found in the responses being compiled and analyzed by U of L, we won't run up any “ladders of inference.” When the results are in, they will be shared with everyone, and together we will decide what, if anything, needs to be or can be done to reinforce and strengthen the use of the EAL principles and skills. About one-fourth of those who responded said they think EAL has been less than successful where they

work. This strongly suggests we need to do more and/or do something differently to emphasize the reasons why EAL principles and skills are important to our ability to deliver quality services and create a positive work environment.

A special thanks goes out to those who responded to the survey. The survey site is still open, and additional responses are encouraged and welcome.

If you did not complete a survey or have further recommendations, please visit the site at:

http://cfc.state.ky.us/Survey/EAL/eal_survey.asp.



Tips to travel by...

Travel tips provided by Velda Imel, General Accounting

Travel vouchers should be submitted once each month. P&P staff should run their vouchers from the sixteenth day of one month to the fifteenth day of the next month. Everyone else should run their vouchers from the first day of the month through the last day of the month.

Vouchers that total less than ten dollars may be carried over until the next month. Each year in December, vouchers that contain multiple months of travel are submitted. This year, priority will be given to those that contain the current month's travel.